



May 2000 Issue #2

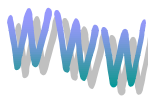
### Marketing Materials Have Arrived!

Regional NRRS Coordinators have received their shipment of marketing materials and are in the process of distributing them to the field. Goodies include NRRS stickers, business cards, toolkits, posters and campsite placards. If you are looking for refund vouchers, you can find them on the web at <http://team-nrrs.usace.army.mil>. If you have any questions about materials that should be headed your way, please contact your Regional NRRS Coordinator.

### Avoid the Holiday Rush!

The summer season is upon us, and this is a good time to remind our visitors that reservations can be made up to 240 days in advance! Only limited numbers of reserveable sites remain available at some locations for the 4<sup>th</sup> of July and Labor Day weekends. Call now to avoid the “fireworks” caused by failing to reserve your favorite campsite **(1-877-444-6777)**, or visit the NRRS on the web at [www.reserveusa.com](http://www.reserveusa.com)!



 ReserveAmerica Vice-President **Andrew Kirkham** reports, “Internet reservations are fast, convenient and totally secure. It just makes sense that people would take advantage of these important benefits. We expect our internet reservations to continue their dramatic growth.” The company reported that the number of reservations it received over the Internet grew by an astounding 645% in 1999. By March 2000 Internet-based reservations accounted for 25% of all transactions. Today that number is nearly 30%!!!

### Facility of the Month

#### *Church Bight Cabin*



Saltwater, salmon, bears and beautiful scenery! This cabin, on Admiralty Island, has it all. It is located on a small bight within Gambier Bay, about a 45-minute floatplane ride from Juneau, Alaska. (If you would rather travel by boat, the trip will take only a few hours). The cabin is located at sea level, and sits only 50 yards back from the beach. This large A-frame has 4 single bunks and a loft, sleeping up to 7 people. It is located in a primitive setting with no electricity, plumbing or telephone. The oil stove has recently been replaced by a woodstove for heat. Water is available from a nearby stream at certain times of the year and an outside toilet is provided. This is a popular hunting cabin and is accessible all year long. You need to bring everything you would need for camping, except the tent. Firewood is provided, all you have to do is split it! All this for only \$35 per night! ☺ Our thanks to Region 10's **Anita Nettleton** and **Don Fischer** for helping us share this great recreation opportunity!

## **New Cancellation Policy**

The new cancellation policy will become effective in June. This is a little later than anticipated due to the scope of the program changes required. The new policy allows customers to cancel family recreation facilities 3 days or more prior to date of arrival for a \$10 service fee. Group sites must be cancelled 14 days in advance. After these dates, the customer is charged the first night's use fee in addition to the \$10 service fee to cancel. This is a change from allowing customers to cancel up to the day of arrival with only the \$10 service fee.

### **NRRS Contacts**

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R10 - Don Fisher (907) 586-7861  
NCMO - Carol Holtz (802) 747-6755  
Help Desk - (877) 345-6777  
<http://www.reserveusa.com>  
<http://www.team-nrrs.usace.army.mil>

## **About the Newsletter**

NRRS News will be sent out monthly. If you would like to be on the direct mailing list or would like to nominate a "Facility of the Month" please call Jeni Bradley at 707-562-8716 or send email to [jbradley02@fs.fed.us](mailto:jbradley02@fs.fed.us). Any stories you would like to share, or ideas on making the newsletter more valuable to readers would be welcomed!

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Recreation Solutions



Year 2000 has shown great improvements in the NRRS program. Busy-outs are non-existent, DARs are sent on time, and Internet reservations are almost 30% of sales!

By now you should be familiar with the revised Daily Arrival Reports (DAR). This report was updated to accomplish two things: 1) display the fee collected from the customer, and 2) display incoming customers 14 days before and one day after their arrival date. Previously the DAR included customer data 14 days from the date of arrival through the customer's total stay. This led to voluminous reports that became occupancy rather than arrival reports. We are working with ReserveAmerica to provide a "long term DAR" which will give managers a view of the entire season. This report is developed and we are currently assessing the delivery methodology.

The Forest Service has had booking windows ranging from one to 17 days. This caused confusion to customers and problems with reservations. In order to provide better customer service, we are striving to reduce the booking windows to as few days prior to arrival as possible. Denny Bschor indicates that the Forest Service will reduce booking windows to no more than 5 days without a waiver from the FS COTR. Booking windows for campgrounds not requesting and receiving a waiver will be reduced to 5 days on May 30. We need to look at ways to reduce the windows even further to reduce the effect on customers trying to make reservations Monday or Tuesday prior to a weekend.

John Cameron is working on plans for the annual inventory update. We would like to begin this process earlier this year! More on this from John in the next newsletter!!

Carol